

Bulletin Number	33530BR
Type of Recruitment	Interdepartmental Promotional Opportunity
Department	Human Resources Countywide Exams
Position Title	ADMINISTRATIVE SERVICES MANAGER II
Exam Number	R1003Q
Filing Type	Standard
Filing Start Date	02-Apr-2014
Filing End Date	16-Apr-2014
Filing End Time	5:00 pm PST
Salary Type	Monthly
Salary Minimum	5798.82
Salary Maximum	7605.45
Benefits Information	Non-Represented Employees • Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules
Position/Program Information	DEFINITION Supervises a unit of analysts responsible for performing a full range of difficult to complex analytical assignments within one or more administrative functional areas and makes recommendations on highly complex issues which directly impact departmental programs and administrative operations, and which may be of a confidential or sensitive nature. Please follow the link below to go to the Administrative Services Manager II class specification, which includes the Classification Standards: http://dhrdcap.co.la.ca.us/classspec/index.cfm?fuseaction=search.detail&cs_id=298
Essential Job Functions	Plans, organizes, assigns, and evaluates the work of journey-level analysts assigned to a unit or project team; with staff, develops, implements and monitors work plans to achieve assigned objectives; provides input and monitors performance; participates in developing, implementing and evaluating plans, processes and procedures to achieve established goals and objectives in accordance with department standards. Participates in interviewing and selecting new unit staff; establishes performance requirements and personal development targets; regularly monitors performance and provides training, coaching and mentoring for performance improvement; recommends performance recognition when warranted; subject to management concurrence, takes disciplinary action in accordance with County policies. Plans and conducts highly complex and sensitive research assignments requiring the development of study criteria, locating and gathering of data from multiple sources and interpretation of conflicting and ambiguous data to reach sound conclusions; identifies research problems and challenges, and devises analytical methods and techniques required to accomplish assignment objectives; develops statistical and information-gathering processes to ensure quality, integrity, validity and relevance of data obtained for analysis and decision making purposes. Compiles information by grouping and/or categorizing the information (e.g., in tables, spreadsheets, data files) in meaningful ways in order to facilitate meeting specific analytical requirements.

Uses qualitative and/or quantitative analytical methods in order to identify and evaluate highly complex issues, summarize findings and draw fact based conclusions often based upon large amounts of ambiguous and/or conflicting information.

Analyzes highly complex operational, financial, program and other issues and makes recommendations on appropriate courses of action; participates in the development of options and positions that meet objectives and best balance the interest of various stakeholders; develops and/or recommends the development of major programs or policies to address problems or improve operations by applying the results of research and analysis of pertinent information in order to ensure the highest likelihood of success.

Prepares a variety of documents (e.g., reports, business correspondence, memoranda) often of a highly sensitive nature requiring the exercise of organizational acumen; uses appropriate software programs (e.g., word processing, desktop publishing, presentation) in order to effectively communicate information to various audiences (e.g., departmental personnel, members of the public, governing boards).

Interacts with a variety of individuals (e.g., vendors, managers, representatives of external agencies/organizations) often on highly sensitive, contentious and confidential issues; participates in meetings to make presentations, provide advice and/or consultation services, resolve conflicts, mediate disputes, and negotiate agreements; coordinates activities with County central agency and departmental staff, consultants, outside agencies, etc. to ensure that programs are successfully implemented.

Monitors processes and programs by gathering and analyzing relevant information in order to ensure that processes are capable and stable, and programs are proceeding as planned; monitors emerging issues and concerns in order to develop timely proactive responses.

Evaluates the effectiveness of various programs by comparing program outcomes to program goals in order to determine whether to continue, modify, or discontinue programs.

Requirements

MINIMUM REQUIREMENTS:

Option 1

A Bachelor's degree from an accredited* college or university - AND Three years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst** or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field.

Option 2

Five years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst** or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field.

The acceptance of your application depends on whether you have clearly shown that you meet the minimum requirements. For each job held, please provide the following information:

1. Your payroll title
2. The exact name of the Department and Division, Section, Unit, etc.

- 3. If you believe you have been assigned duties that are not consistent with your classification, provide
 - a. the item/classification you believe contains the duties that you have been assigned.
 - b. a list of duties you perform that are higher than your payroll title.
 - c. the beginning and end dates during which you have been working out of class.

Physical Class	Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.
License(s) Required	A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.
Special Requirement Information	**Journey-level analyst work involves the independent performance of work assignments which require the use of sound professional judgment, initiative and creativity in identifying and selecting research and analytical methods and techniques to address and resolve complex, controversial, and/or sensitive problems related to administrative functions such as human resources, budget, finance, contracts and other closely-related administrative functional areas.

Note: For a fuller description of journey-level analytical work, refer to Los Angeles County's Administrative Services Manager I class (Item #1002).

OUT OF CLASS EXPERIENCE WILL BE ACCEPTED FOR THIS EXAMINATION, HOWEVER VERIFICATION OF EXPERIENCE LETTERS (VOEL) WILL NOT BE REQUIRED. ALL INFORMATION INCLUDED IN THE APPLICATION MATERIAL, INCLUDING INFORMATION DESCRIBING OUT OF CLASS EXPERIENCE, WILL BE EVALUATED AT FACE VALUE TO DETERMINE QUALIFICATION. PLEASE NOTE THAT ALL INFORMATION INCLUDED IN THE APPLICATION MATERIALS IS SUBJECT TO VERIFICATION AT ANY POINT DURING THE EXAMINATION AND HIRING PROCESS, INCLUDING AFTER AN APPOINTMENT HAS BEEN MADE. FALSIFICATION OF ANY INFORMATION MAY RESULT IN DISQUALIFICATION.

Withhold Information
Permanent employees who have completed their initial probationary period may file for this examination if they are within six months of meeting the experience requirements by the last day of filing.

APPLICANTS WHO ARE WITHIN SIX MONTHS OF MEETING THE MINIMUM REQUIREMENTS WHILE WORKING OUTSIDE OF THEIR CLASSIFICATION WILL NOT BE PLACED ON WITHHOLD STATUS. THEREFORE, THEIR APPLICATIONS WILL NOT BE ACCEPTED.

Accreditation Information	*Accreditation: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as <u>American Universities and Colleges</u> and <u>International Handbook of Universities</u> are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by <u>The National Association of Credential Evaluation Services</u> or the Association of International Credential Evaluators, Inc. (AICE).
---------------------------	--

In order to receive credit for the Bachelor's degree, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution with your application anytime during the examination process.

Examination Content	This examination will consist of a written test weighted 100% that contains both computerized and paper-and-pencil components covering Reading Comprehension, Data Analysis and Decision Making/Mathematics, Written Expression, Business Leadership, Interpersonal Leadership, Leadership Motivation, Self-Leadership,
---------------------	---

Management Judgment, Management Potential, Professional Potential.

Applicants that have taken identical written test part(s) for other exams within the last 12 months, will have their written test responses for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and may not be allowed to re-take any identical test parts for at least 12 months.

WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

Candidates must achieve a passing score of 70% or higher on the examination in order to be placed on the eligible list. Applicants will be notified of their test results by US mail. Scores cannot be given over the telephone.

Special Information TEST PREPARATION RESOURCES ARE AVAILABLE TO HELP CANDIDATES PREPARE FOR WRITTEN EMPLOYMENT TESTS:

An interactive, Online Test Preparation System for taking practice tests and printable information may be accessed on the Department of Human Resources website at: <http://hr.lacounty.gov>. Please click on "Job Info Center." In the section "Some helpful links," click on "Employment Test Preparation."

You can also access practice tests for the computerized version of the test by going to the following website: <http://service.shl.com/shl-on-demand-candidates/index.php?action=showEntry&data=1444>

While these practice materials will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

Vacancy Information

The resulting eligible list will be used to fill vacancies throughout the County.

Eligibility Information

The names of candidates receiving a passing grade in the examination will be placed on the eligible list in the order of their score group for a period of twelve (12) months following the date of promulgation.

A Selective Certification may be established for the following areas:

1. HUMAN RESOURCES
2. BUDGET/FINANCE
3. CONTRACTS

Duties performed in these areas are listed in the job description. Specific knowledge of the specialized functional areas may be the subject of the departmental hiring interview. If you wish to be considered in any area above, please clearly indicate the specialized experience in your application.

Job Opportunity Information

Restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period and meet the qualifying requirements. Applicants must indicate their department name on the employment application.

Full-time unclassified employees who have not successfully completed their initial probationary period in a classified position in the County of Los Angeles, must have at least six months of full-time experience in the unclassified service by the last day of filing.

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and

the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

**Application and
Filing Information**

APPLICATIONS MUST BE FILED ONLINE ONLY. APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

INSTRUCTIONS FOR FILING ONLINE:

Apply online by clicking the tab that reads "Apply to Job". You can also track the status of your application using this system. Any required documents must be uploaded before the promulgation of the list. We must receive your application by the time filing closes.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the minimum requirements. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete it will be rejected.

Department Contact Name	Jeremiah McFarland
Department Contact Phone	213-738-2084
Department Contact Email	jmcfarland@hr.lacounty.gov
ADA Coordinator Phone	213-738-2057
Teletype Phone	800-899-4099
California Relay Services Phone	800-735-2922